

03/30/01  
J1033 U.S. PTO  
09/020982

J1033 U.S. PTO  
09/020982  
03/30/01

202•408•4206  
RANJEEV.SINGH@FINNEGAN.COM

March 30, 2001

ATTORNEY DOCKET NO. 05793.3034-00  
CUSTOMER NUMBER: 22,852

**Box PATENT APPLICATION**  
**Assistant Commissioner for Patents**  
**Washington, DC 20231**

New U.S. Patent Application  
Title: SYSTEM AND METHOD FOR PRIORITIZING CUSTOMER  
INQUIRIES  
Inventors: William J. TUMULTY and Terry W. THORNTON

Sir:

We enclose the following papers for filing in the United States Patent and Trademark Office in connection with the above patent application.

1. Application - 27 pages of spec + 1 cover page, including 4 independent claims and 42 claims total.
2. Drawings - 3 sheets of drawings (Figures 1-3).
3. The filing fee is calculated as follows:

Basic Application Filing Fee					\$710	\$ 710.00
	Number of Claims		Basic	Extra Claims		
Total Claims	42	-	20	22	x \$18	396.00
Independent Claims	4	-	3	1	x \$80	80.00
<input type="checkbox"/> Presentation of Multiple Dep. Claim(s)					+\$270	-0-
Subtotal						\$ 1186.00
Reduction by 1/2 if small entity						- -0-
TOTAL APPLICATION FILING FEE						\$ 1186.00

LAW OFFICES  
FINNEGAN, HENDERSON,  
KABOW, GARRETT,  
DUNNER, L.L.P.  
200 I STREET, N. W.  
WASHINGTON, DC 20005  
202-408-4000

U.S. Non-Provisional Patent Application  
Filed: March 30, 2001  
Inventors: William J. TUMULTY and Terry W. THORNTON  
Attorney Docket: 05793.3034-00  
Page 2

A check for \$1186.00 is enclosed. The fee includes:

\$710.00 filing fee; and  
\$476.00 additional claims fee.

Please address all correspondence with respect to this application to:

Finnegan, Henderson, Farabow,  
Garrett & Dunner, L.L.P.  
1300 I Street, N.W.  
Washington, D.C. 20005-3315

This application is being filed under the provisions of 37 C.F.R. § 1.53(f).  
Applicants await notification from the Patent and Trademark Office of the time set  
for filing the Declaration.

Please accord this application an application number and filing date.

The Commissioner is hereby authorized to charge any additional fees due  
and any other fees under 37 C.F.R. § 1.16 or § 1.17 during the pendency of this  
application to our Deposit Account No. 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON,  
FARABOW,  
GARRETT & DUNNER, L.L.P.

By: Ranjeer Singh

Ranjeev K. Singh  
Reg. No. 47,093

RKS:aap  
Enclosures

LAW OFFICES  
FINNEGAN, HENDERSON,  
FARABOW, GARRETT,  
DUNNER, L.L.P.  
1300 I STREET, N. W.  
WASHINGTON, DC 20005  
202-408-4000